REQUEST FOR PROPOSALS FOR PROVISION AND IMPLEMENTATION OF E-LEARNING SOLUTION

The Eastern and Southern African **Trade and Development Bank** is a specialized African multilateral financial institution serving most of Eastern and Southern Africa. The Bank's objective is to provide short, medium- and long-term financing to viable projects and trade finance activities in its 22 member states.

To continue strengthening internal staff capacity by creating a learning culture within the Bank, TDB is seeking an eLearning service provider with requisite technology and capability to implement an learning management system (LMS) that provides and administrates off the shelf soft skills courses as well as technical skills eLearning offered through an efficient, user friendly platform.

SCOPE OF WORK

TDB is seeking a simple, seamless and agile eLearning solution for over 210 users. The platform is meant to address and administrate the learning needs of staff in various functions such as trade finance, projects and infrastructure finance, financial management, treasury, credit risk and compliance, loan operations and portfolio management, legal services, human resources, information technology systems, investor relations, marketing and communications as well as corporate services and administration.

The eLearning solution is meant to address immediate and future training needs of TDB including aspects highlighted below:
   i.   Implementation of an LMS that also contains off the shelf e-courses inform of webinars, videos, live events, books, TED talks where possible.
   ii.   Ability to administrate the learning journey including but not limited to training needs survey, scheduling, tracking user learning activity and generating reporting analytics on student progress or accomplishments.
   iii. Ability to generate certificates for all course completions.
   iv.   The solution should be deployable on various platforms such as computer and mobile.
   v.   It should provide online helpdesk support.
   vi.   Should provide assessment methods for successful completion for each course.
   vii. Allow where possible for annual update of course catalogue in line with staff training needs.
   viii. Provide for access of learner content offline and online versions.
   ix.   Allow for migration of TDB eLearning content from previous platform.

The eLearning platform should align with the following areas below:

   i.   **Live events**: These are instructor-led events such as webinars that helps set the pace for the learner self-paced learning. The instructor in this case will also provide feedback to the learners to ensure the application of the learning to their workplace.
   ii.   **Self-Paced Learning**: Experiences the learner completes individually on their own time allowing them to apply the learning to their real work situation.
   iii.   **Collaboration**: Features for the online courses should include reading text, videos and presentations for self- study, quizzes and certificate of completion. The platform should also allow for interactive learning sessions among speaker with participants, and for group work through integrated video conference system.
   iv.   **Assessment**: Measurements of the extent to which learning has taken place. Assessment is not limited to conventional tests, quizzes, and grades. Narrative feedback, portfolio evaluations and,

importantly, a designer's reflection about a blended learning environment's effectiveness or usefulness are all forms of assessment.

v. **Support Materials**: These include reference materials, both physical and virtual, FAQ forums, and summaries. Anything that aids learning retention and transfer.

vi. **Analytics and Monitoring:** The platform should allow for intelligent analytics and customised reporting at the back end as well as the ability to push communication through email. Administrators and instructors should be able to monitor learner journeys through tools, alerts, and reporting.

vii. **Design**: The provider should have experience in design and customization of eLearning should TDB wish to design its own courses in the near future.

PROPOSAL REQUIREMENTS

Based on the above, Trade & Development Bank (TDB) is looking for an eLearning platform with the requisite capability to implement an LMS and integrate self-paced online learning. The provider should demonstrate a proven track record of providing customized eLearning for financial institutions and international organizations as well as company's profile demonstrating capacity to perform the services required. Interested eLearning providers are requested to submit a single proposal, clearly highlighting:

- The suggested eLearning platform, its features including the suggested technical and soft skill courses as well as any third-party content relevant to TDB's business as aforementioned for 210 users.

- A detailed work plan clearly showing the information gathering, planning, design, development, testing, delivery, and handover phases for the platform.

- Technical competencies and expertise to undertake the assignment, demonstrable relevant experience in similar assignments, project plan and deliverables.

- Experience in the eLearning industry as well as experience in the financial services environment.

- Local representation (Kenya or Africa) or availability of online helpdesk support services to resolve user issues promptly.

- Financial cost indicating the total all-inclusive US Dollar fixed cost for the engagement, exclusive of VAT.

- Written reference from institutions to which similar training solutions were provided implemented.

- Shortlisted providers will be expected to provide a demonstration, a user manual as well as user and administration training about the platform where applicable.

SUBMISSION

Interested eLearning solution providers may express their interest by submitting their proposals directly to tdbacademy@tdbgroup.org by 31st May 2021. Only shortlisted providers will be contacted for demonstrations.